

## Did you know a missed medication administration could be a potentially significant med error?

**Requirement:** community specific protocol for steps to take when a charted medication is unavailable AND to document missed dose(s) / record attempts to acquire medications in a timely manner.

### Suggested steps for potential unavailable meds include:

1. Check all delivery manifests, ViewMasterRx records, medication over flow storage and emergency kits for potential on-hand medication.
2. If truly unavailable:
  - Call pharmacy to order medication (faxing is also recommended for reproducible verification, but call for time-sensitive medications)\*
    - Consult pharmacy staff to determine the appropriate delivery time (next scheduled delivery, STAT, etc)
    - Notify pharmacy of pertinent diagnoses and if any doses have already been missed
    - Document the name of pharmacy staff you spoke to for your records, as well as keeping any fax confirmations
  - Notify Prescriber of missed dose
  - Document in progress note that dose was missed and prescriber was notified (with any further instruction given by provider)
  - New admissions – clarify with physician when medication should start if medication will not be available by next scheduled dose
    - Review admitting diagnosis for high risk/urgent medications (anticoagulants, analgesics, diabetic medication, antibiotics, (high dose) steroids, etc.)
- *Note: Pharmacy does not send a STAT without the community calling first. Please fax the order and then follow up with a phone call. Know your pharmacy ordering cut off times for deliveries.*

If a medication is needed after the pharmacy's routine business hours, call the pharmacy at the usual pharmacy number  
*A ValueMed pharmacist is available 24 hours a day, seven days a week.*